

Fig. 1

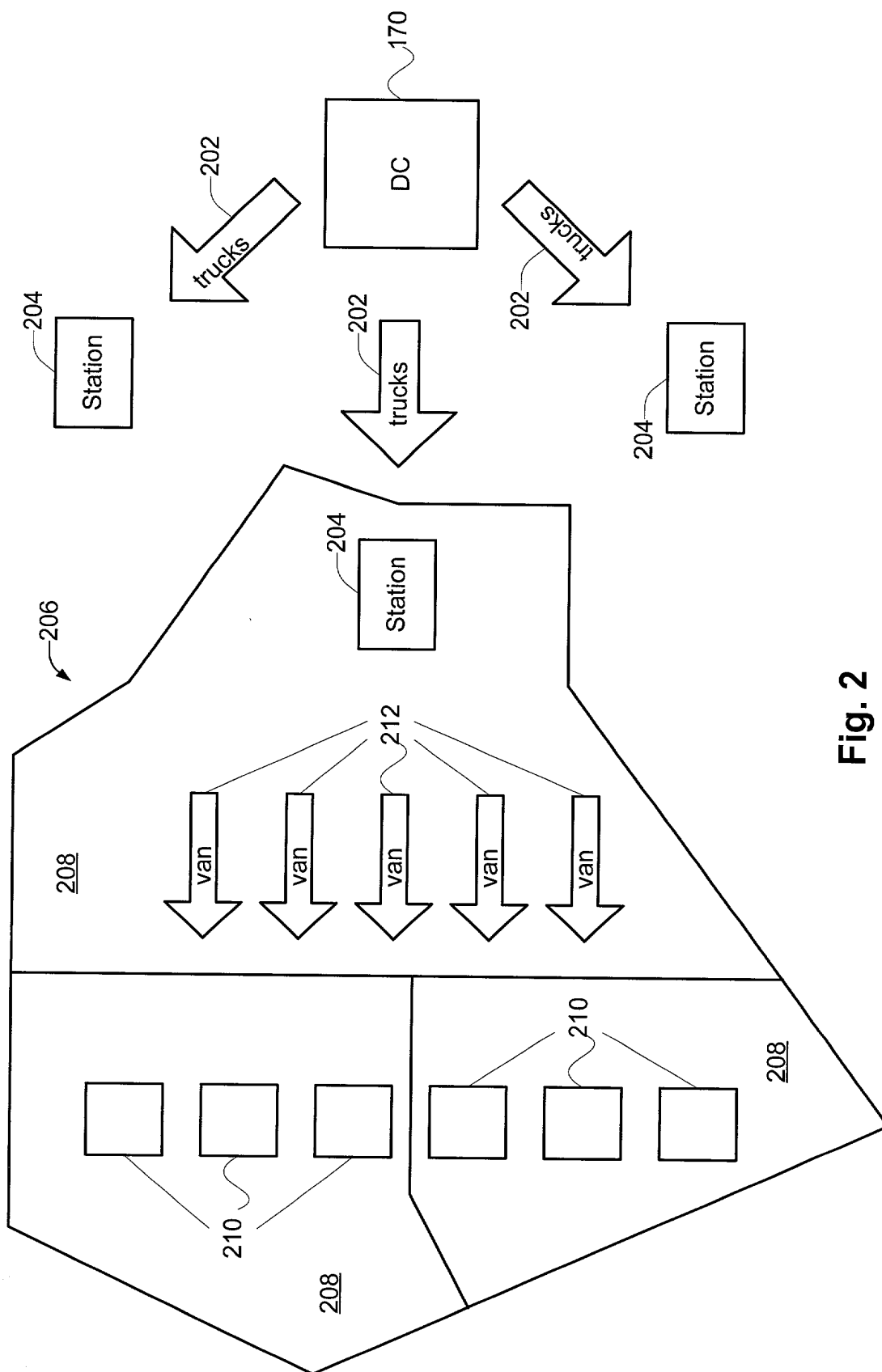


Fig. 2

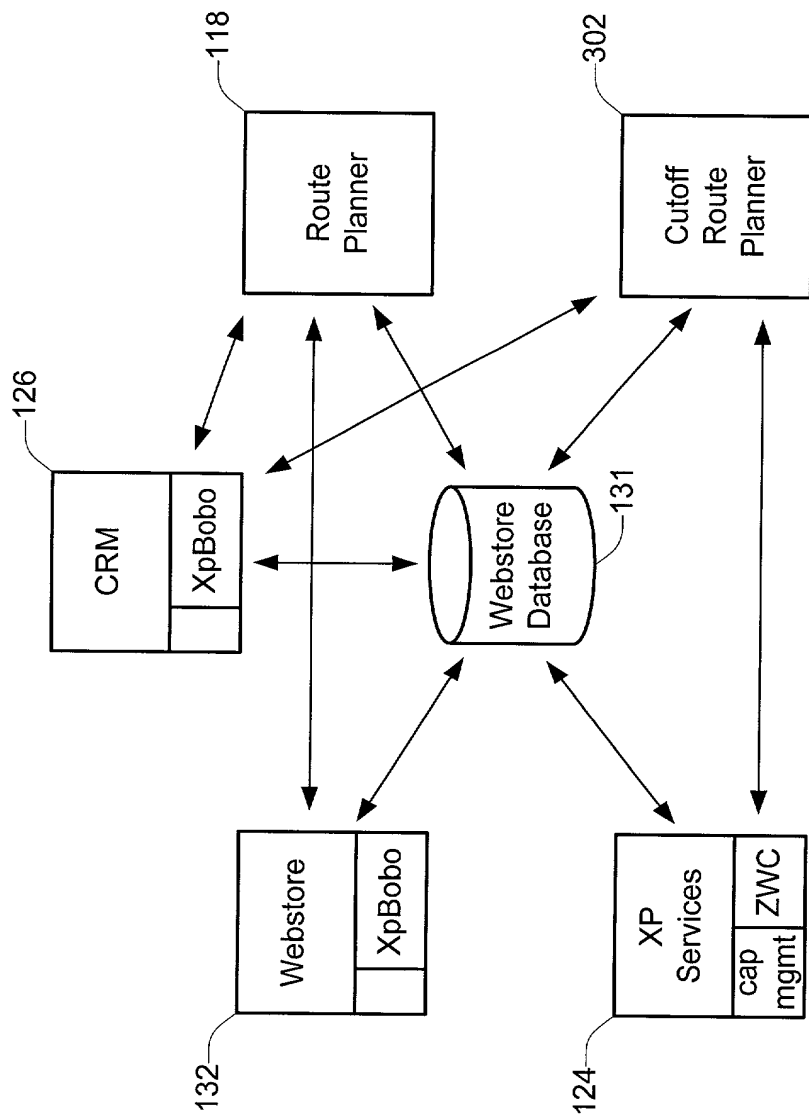


Fig. 3

Fig. 4

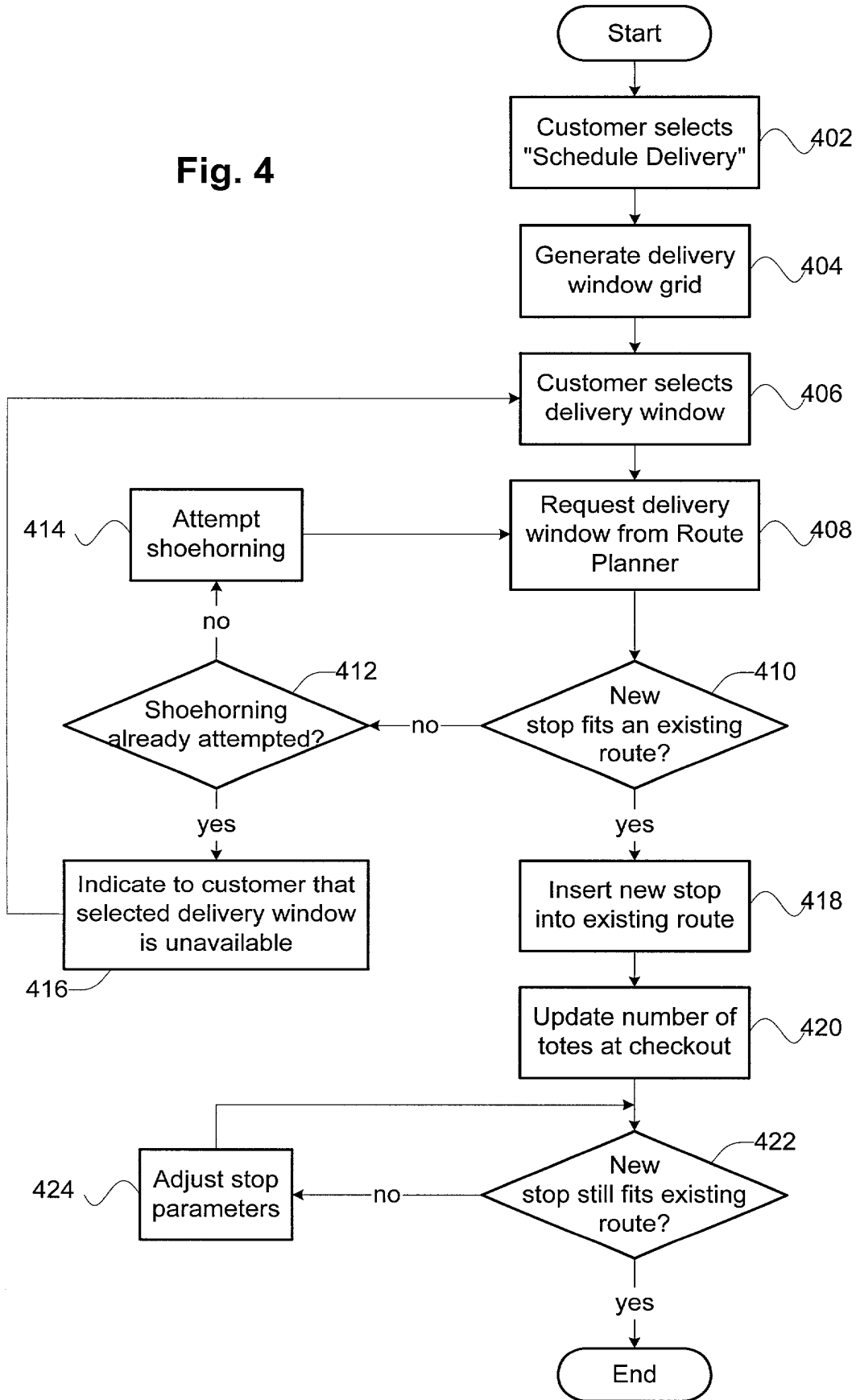
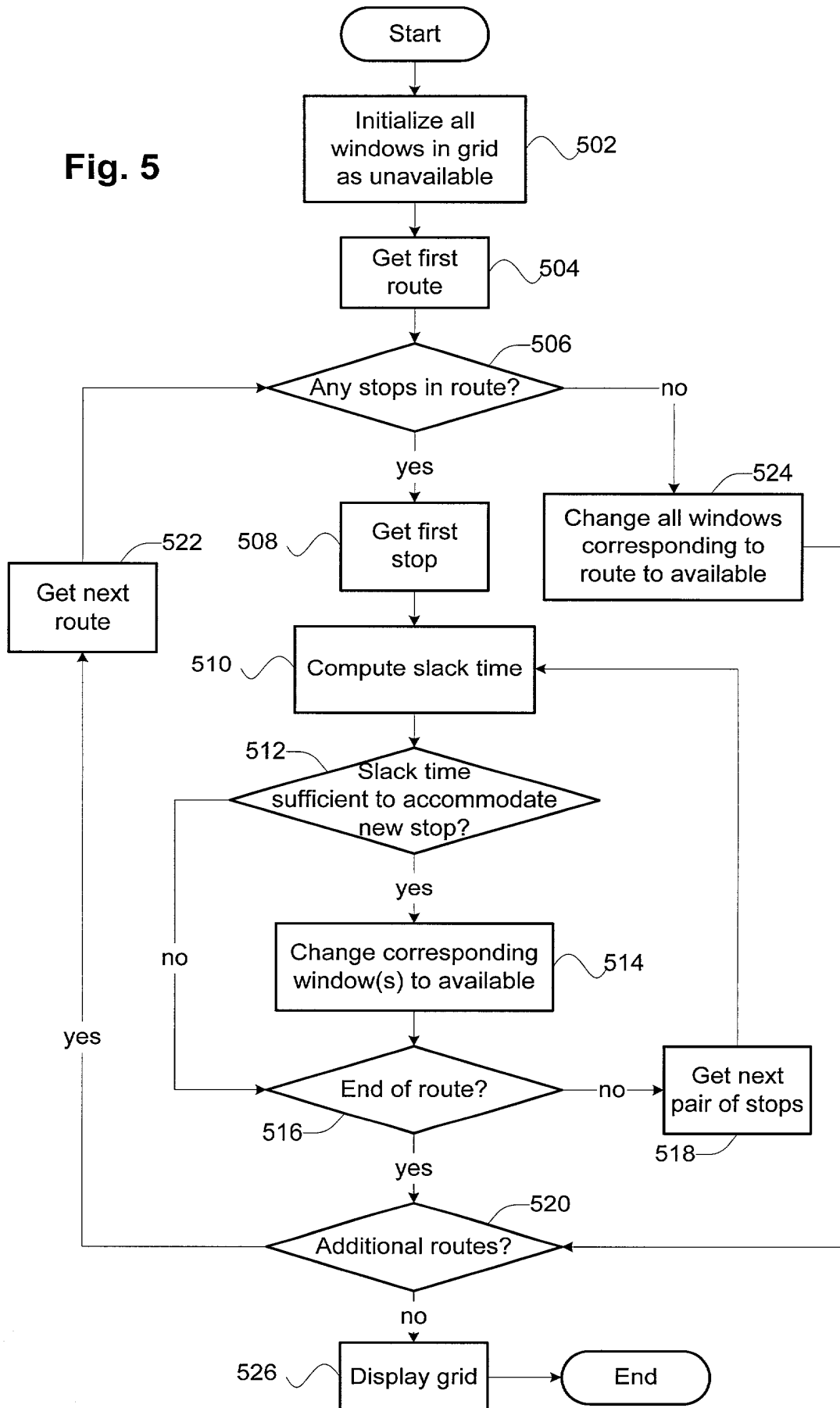


Fig. 5



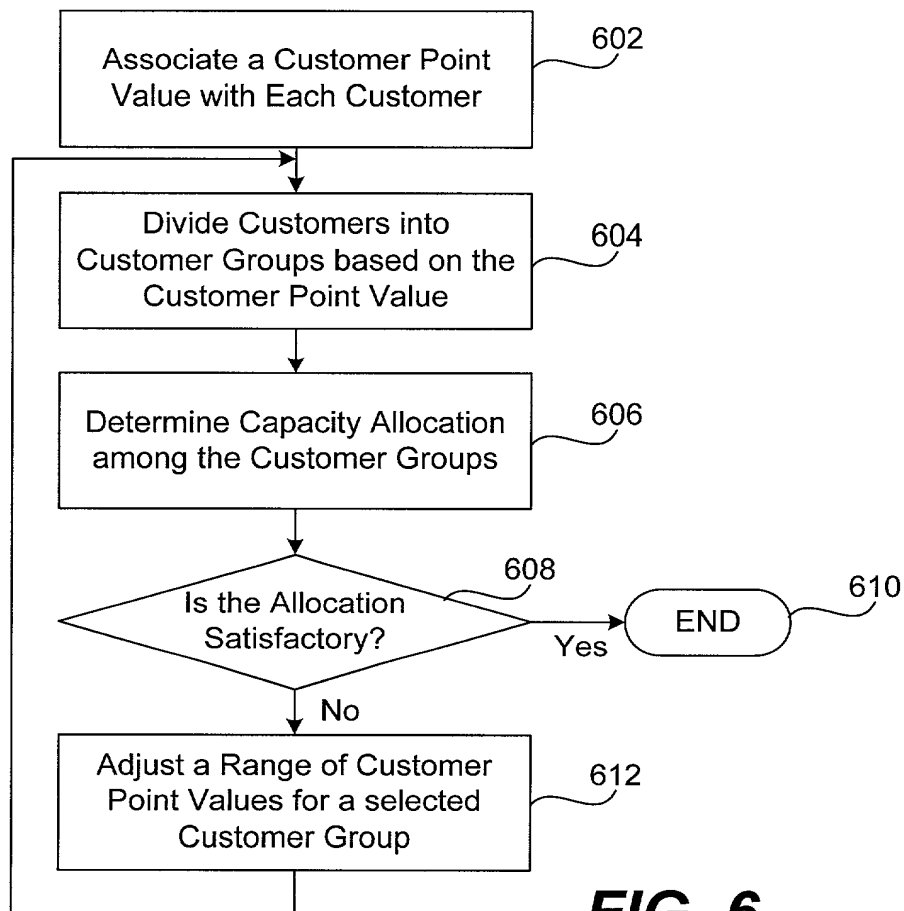


FIG. 6

Average Shipment Size

Threshold	Points
less than 25	0
\$ 25.00 ≤	15
40.00 ≤	20
55.00 ≤	25
70.00 ≤	35
85.00 ≤	45
100.00 ≤	50
115.00 ≤	55
130.00 ≤	60

FIG. 7

Shipment Frequency

Threshold	Points
less than .25	0
\$ 0.25 ≤	12
0.45 ≤	20
0.75 ≤	30
1.00 ≤	33
1.25 ≤	36
1.50 ≤	40

FIG. 8

Customer	Customer Points	Group Name	Override Group Name	Override Expiration Date
Mary Smith	61	A3		
John Doe	32	A4	A3	9/30/1999
Joe Smith	90	A1	A3	12/31/1999
Sunil Bhargava	50	A3	A1	Null (no expiration)

FIG. 9

Input Screen	Begin Date	End Date	Capacity Allocation History	Actual Results	Total Orders
Begin Date	8/5/99	8/31/99			
End Date	1014	8/31/99			
Group	Minimum Points	Target Capacity Allocation	Total Customers	Total Orders	Number
A1	86	32%	23%	5,290	1,780
New		20%	25%	5,750	890
A2	74	20%	14%	3,220	1,151
A3	54	16%	13%	2,990	942
A4	31	9%	15%	3,450	366
A5	—	3%	10%	2,300	105
Totals	100%	100%	23,000	100%	5,234

FIG. 10

Worksheet to plan Groupings

1100		1102	
1010 Group	1012 Minimum Points	Recalculation Results	
		Minimum Points	Total Customers Number
A1 New	86	88	5,040
A2	74	76	5,760
A3	54	56	2,880
A4	31	33	3,360
A5			3,600
Totals		100%	24,000

1120 Recalculate

1122 Submit

FIG. 11

Worksheet to Allocate Capacity

1202		1206	
Expected Number of Orders		Target Orders	
1010 Group	1012 Target Capacity Allocation	1204 Total Customers	
		Number	Per Week/Per Cust
A1 New	32%	5,040	1.1
A2	28%	5,760	0.9
A3	12%	2,880	0.8
A4	11%	3,360	0.6
A5	10%	3,600	0.5
Totals	100%	18,000	0.8

1220 Recalculate

1222 Submit

FIG. 12

	8:00	8:30	9:00	9:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00
02/10/2001	Sun	X		H		X	(X)	X	X	X	X	X	
02/11/2001	Mon					H	(X)	(X)	X	X	X	H	
02/12/2001	Tue						(X)	(X)	(X)	X	H		
02/13/2001	Wed						(X)	(X)	(X)				
02/14/2001	Thu					(X)	(X)	(X)	(X)				
02/15/2001	Fri					(X)	(X)	(X)	(X)				
02/16/2001	Sat					(X)	(X)	(X)	(X)				

FIG. 13

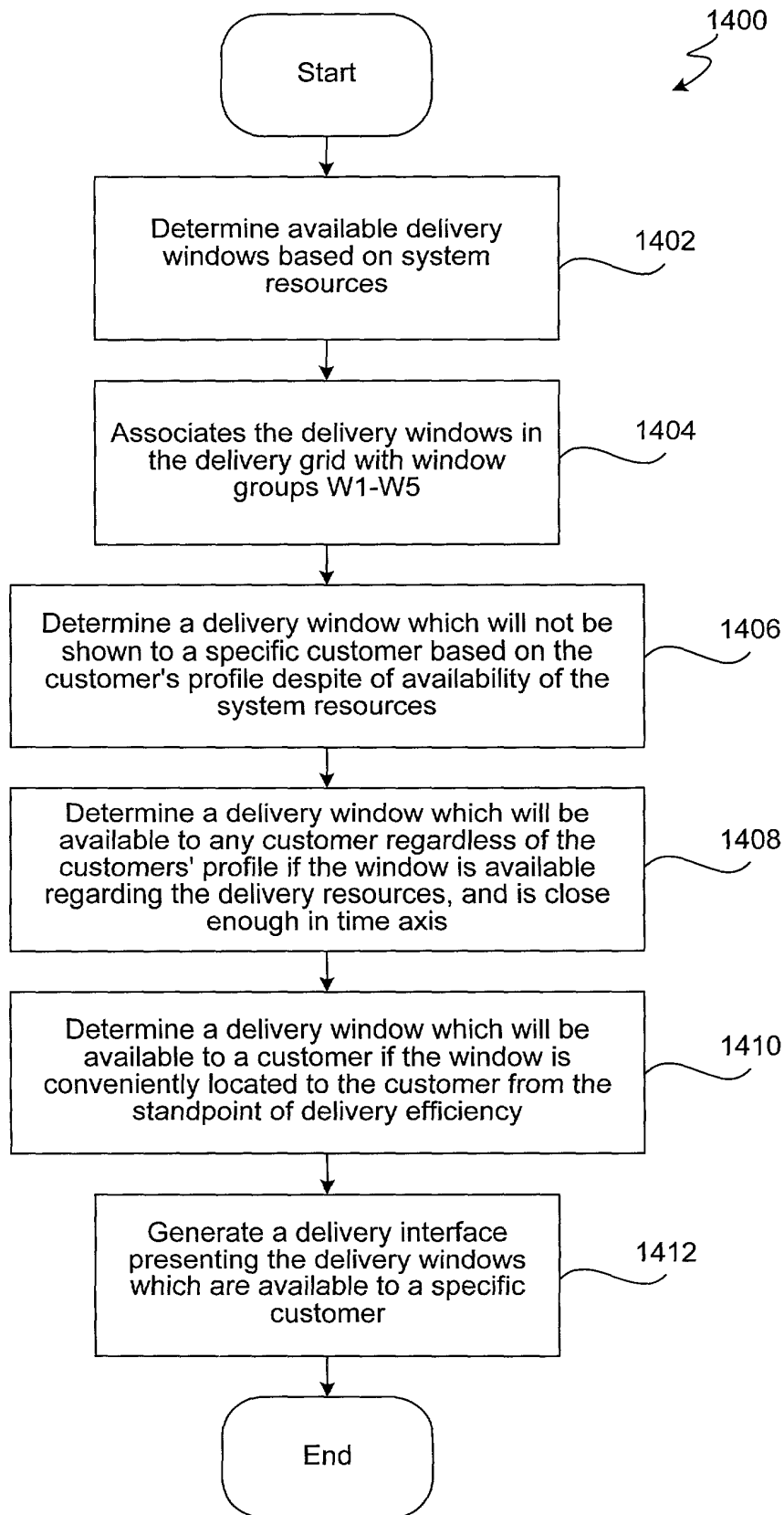


FIG. 14